



## UCLan Careers: Our Statement of Service to UCLan Students and Graduates

### Introduction

Our Statement of Service sets out what you are entitled to expect from UCLan careers and what standard of provision you should receive. We are continually reviewing our service in order to respond to students needs and to ensure that we are always improving our service. As a result, our Statement of Service is reviewed and revised regularly. We welcome your comments, suggestions and feedback. If you are a student, graduate, employer, university staff or other partner please do get in touch at [careers@uclan.ac.uk](mailto:careers@uclan.ac.uk).

### UCLan Careers: Our Mission and Aims

Our *Mission Statement* underpins everything that we do:

**'We are committed to helping UCLan students and graduates to achieve their individual career goals'.**

Our key aim is to provide solution-focused and practical assistance to ensure that our students become confident, high-calibre graduates with the skills and abilities to make a success of their future employment, learning or other choices.

Our Aims:

- To help students/graduates have successful careers of their choice
- To improve the career planning of our students/graduates
- To improve the confidence of our students/graduates
- To improve the career knowledge of our students/graduates

By doing this we support the UCLan strategic aim 'To create an inspirational student experience, enabling people irrespective of their backgrounds, to fulfil their potential and meet their life and careers goals.'

To help us to achieve our aim, UCLan Careers works in partnership with UCLan College and School staff, student support staff, employers, the Students' Union, voluntary organisations and other stakeholders to help students to become self-motivated, resilient and self-managed graduates, ideally suited to career positions within the UK and global markets.

## UCLan Careers: An Overview of Our Provision

UCLan Careers strives to offer wide ranging provision which is accessible to our diverse student and graduate population; this includes online and face-to-face provision, both formats affording opportunities for individual careers advice and guidance and participation in workshops and events.

We are part of Student Services (SS) and our Careers Centre, (located at Foster entrance) is a place where everyone is made to feel welcome. Here students and graduates can drop-in or make an appointment to see our Careers professionals about any career related query they may have. This might include thinking about what to do the options are following your studies, finding work experience or looking for your ideal future job. We have a regularly updated 'Graduate Jobs and Opportunities Board' with the latest opportunities and selected "take-away" leaflets...

Students can access services via [CareerEDGE](#), our online career management system. This includes:

- Booking appointments (including telephone and skype.)
- Ask Careers - Online CV checking and quick questions
- Student and Graduate Vacancies
- CareerEDGE Employability Development Profile
- Thousands of interactive Resources and information booklets
- Career tools such as Career Pulse, CV Builder, Elevator Pitch.
- Psychometric Testing, numerical and verbal reasoning test.
- Online Employability Skills Awards

We encourage everyone to give feedback about the service they receive, including using our suggestions box and Feedback questionnaires to make suggestions.

## Support provided

### Information, advice and guidance

- High quality, one-to-one impartial careers information, advice and careers guidance delivered face to face, Skype or telephone
- Confidential, impartial support to help you explore your options and plan for the future
- Ask a Question; just send your questions, CVs or application forms for review. We will respond within 3 working days.
- Advice on work experience and volunteering, including where to look, methods for applying and how to effectively market your experience to employers
- Comprehensive online careers and employability resources via CareerEDGE
- Advice on self-employment as a potential career route and how to get involved in UCLan enterprise activities.

## Employment Support

- CV drop-in and advice on personal statements / applying for jobs, work experience and further study
- UCLan graduate vacancy service giving students and graduates access to regional and national opportunities, including part-time/full-time jobs, placements and graduate schemes.
- Mock interviews, send us your intended job description and role profile in advance to make this realistic.
- Coaching for job and work experience interviews
- Throughout the year there are a range of events advertised via CareerEDGE.
  - A careers programme of recruitment skills workshops and employer events
  - Graduate Careers Fairs
  - Teaching Fair
  - Subject specific employer events
  - Enterprise events
  - Finalist support
  - Online Employability Skills Awards.
- UCLan Graduate Internship\* programme for those seeking a supportive and developmental work experience programme. (\*eligibility conditions apply)
- Undergraduate Research Internship Scheme for students seeking a summer research opportunity.
- Employer engagement activities, networking opportunities and events to directly connect students and graduates with employers, alumni and professionals
- Course specific, practical careers workshops delivered within study programmes.
- Working pro-actively alongside academics to assist in delivering careers and employability within the curriculum

## Who Can Access UCLan Careers?

UCLan Careers provision is available to ALL full and part-time students of the University of Central Lancashire, including distance learners and HE students at partner colleges.

Graduates of UCLan are also welcome to access our services as long as this is beneficial\*.

Students who prematurely leave the university or are withdrawn from their course of study are entitled to a structured careers guidance appointment with a Careers Adviser on exit. This will cover future options and potential next steps.

We support prospective students through events and applicant days and they are welcome to access the resources and on applying to UCLan can speak to staff about future career plans. For advice on admissions and entry requirements prospective students should contact Course Enquiries on 01772 894200.

(\*Lifelong service will be provided for as long as both parties feel this is beneficial, if we feel this is no longer the case we will advise you of other potential sources of support.)

## What You Can Expect from Us:

We are determined to work to the highest possible standards in all areas of our work, our staff will:

- be approachable, professional and friendly
- be responsive to your concerns and the careers and employability areas that you wish to discuss

- respond quickly to your needs, if we are unable to give an immediate answer to a careers query, we will agree to get back to you by a specific date
- be part of a wider university and professional network to ensure we know about other specialist support (from both within and outside the University) and can refer you if we feel that a topic or question is outside of our role or area of expertise
- put you at the centre of what we do, our careers advice and guidance is person-centred and solution- focused, which means that we adopt a practical approach, helping you to move forward
- adhere to the AGCAS Code of Practice (our Professional Body) and provide impartial, confidential and high-quality careers advice and guidance. (Our UCLan Careers Confidentiality Statement is available on our website or from Careers Reception)
- check that our services meet your needs and review them regularly to keep them relevant and current

### **Ensuring that UCLan Careers respects and celebrates the diversity of all our students and graduates and provides equality of opportunity**

- We want to ensure that all our services are accessible and inclusive to all. This applies to all students and graduates, irrespective of race, gender, disability, socio-economic circumstances, age, religion and culture and sexual preference. This commitment runs through all our activities including information, advice and guidance, as well as how we design and deliver our workshops and events, including our work with employers and employer engagement activities.
- We want to be able to respond appropriately to your needs, so please let us know if you require any additional assistance or adjustments e.g. for a disability or health condition. If you can let us know in advance of an appointment, event or workshop we can then make the necessary adjustments to support you.
- Please do let us know as soon as possible if you feel in any way we are not adhering to our commitment.

## **What We Expect from Our Students and Graduates**

### **To enable us to provide the best possible service we ask that you:**

- Treat all careers staff with respect\*
- Work in partnership with us in developing your career aspirations, including following up on any guidance and suggested actions, where appropriate.
- Uphold the same standards that would be expected of you in the workplace, when attending events, appointments and workshops; this includes cancelling a place in advance to allow us to offer the opportunity to another student
- Prepare for mock interviews and careers guidance appointments carefully in advance: staff at Careers Reception and during the Drop-in Service will discuss this with you on booking.
- Keep to appointment times and whenever possible, let us know in advance if you are unable to attend
- Respond to our requests to complete a feedback form so that we can continuously improve provision

\*If there are concerns about attitude or behaviour we will discuss this and, in some cases, may have to restrict access to the service if there is continued cause for concern.

## School Link Careers Advice

Careers Advisers at UCLan take specific responsibility for each of the UCLan Schools and develop their knowledge, expertise and resources in these areas. They work closely with Course Leaders to ensure students are aware of the support available and are available to deliver careers and employability workshops within course delivery.

School	Careers Adviser Contact
MEDICINE	Kath Aindow-Jones Email: <a href="mailto:KAindow-Jones@uclan.ac.uk">KAindow-Jones@uclan.ac.uk</a>
PHARMACY AND BIOMEDICAL SCIENCES	
DENTISTRY	
<b>College of Health and Wellbeing</b>	
NURSING	Francesca Smith Email: <a href="mailto:Fsmith5@uclan.ac.uk">Fsmith5@uclan.ac.uk</a>
COMMUNITY HEALTH AND MIDWIFERY	
HEALTH SCIENCES	
SPORT AND WELLBEING	
<b>College of Science and Technology</b>	
PSYCHOLOGY	Glynn Morgan. Email: <a href="mailto:GMorgan4@uclan.ac.uk">GMorgan4@uclan.ac.uk</a>
FORENSIC AND APPLIED SCIENCES	
ENGINEERING	Kath Aindow-Jones Email: <a href="mailto:KAindow-Jones@uclan.ac.uk">KAindow-Jones@uclan.ac.uk</a>
PHYSICAL SCIENCES AND COMPUTING	Joanne Boyes Email: <a href="mailto:jboyes2@uclan.ac.uk">jboyes2@uclan.ac.uk</a>
<b>Lancashire School of Business and Enterprise.</b>	
Joanne Boyes Email: <a href="mailto:jboyes2@uclan.ac.uk">jboyes2@uclan.ac.uk</a>	
<b>College of Culture and Creative Industries</b>	
JOURNALISM, MEDIA AND PERFORMANCE	Paul Martin. Email: <a href="mailto:PAMartin@uclan.ac.uk">PAMartin@uclan.ac.uk</a>
HUMANITIES AND THE SOCIAL SCIENCES	
ART, DESIGN AND FASHION	
CENTRE FOR EXCELLENCE IN LEARNING AND TEACHING	
LANGUAGES AND GLOBAL STUDIES	Liz Dinse. Email: <a href="mailto:EDinse@uclan.ac.uk">EDinse@uclan.ac.uk</a>
LANCASHIRE LAW SCHOOL SOCIAL WORK, CARE AND COMMUNITY	Glynn Morgan. Email: <a href="mailto:GMorgan4@uclan.ac.uk">GMorgan4@uclan.ac.uk</a>

## Continuously Improving UCLan Careers

UCLan Careers is committed to the continuous improvement of the service and endeavours to achieve high standards through regular monitoring of services and feedback. We collect feedback in different ways (including feedback forms, on-line surveys, verbally and focus groups) and from all areas of our work. We analyse and discuss this as a team and let students, graduates and staff know how we have acted on this feedback. Further, all staff involved in the delivery of workshops and information, advice and guidance are assessed and monitored against the relevant careers service and University criteria, Matrix Standards and the AGCAS Code of Practice. The results are used during supervision and appraisal and to identify good practice, training and development needs. In addition to line manager observations of interviews and group work, careers staff take part in peer observation of practice.

Should you have any suggestions, comments or complaints about any element of the service please contact reception on 01772 895858 in the first instance or email [Careers@uclan.ac.uk](mailto:Careers@uclan.ac.uk).

A copy of the student complaints policy is available on our website or directly from the Careers Centre.



Accredited to the matrix quality standard for information, advice and guidance services